Vodafone Guardian app User Guide

With Vodafone Guardian, you and your child can select the best smartphone settings to support safe and responsible mobile use at any age.

power to you

What is Vodafone's Guardian app?

Vodafone Guardian is an Android app that lets you and your child select the best smartphone settings to support safe and responsible mobile use at any age. Families now have the flexibility to decide what services children have access to at any time of the day, including their internet browser, camera, Wifi, apps and games and decide who can call and text your child.

When combined with the expert advice in Vodafone's Digital Parenting Magazine, Vodafone Guardian helps parents have important conversations with their children to help them learn responsible and safe ways to use their mobile.

Technology is ubiquitous in the lives of young people. They are exposed to all forms of technology, often from a very early age, and for some parents it can be quite daunting when it comes to navigating the many aspects of their child's experience of digital technologies. By talking openly about the benefits and risks, parents and young people can, together, come up with safe and responsible ways of managing their use of technology.

Vodafone's Guardian app will help keep children safe and help start a conversation with teenagers.

Associate Professor Jane Burns,
CEO of the Young and Well Cooperative Research Centre

Associate Professor Jane Burns, Chief Executive Officer of the Young and Well Cooperative Research Centre **youngandwellcrc.org.au** says apps like Vodafone Guardian will help open the way for important conversations about the use of digital technology between parents and their children, particularly as they transition to adolescence.

*The app is free to purchase, however data charges may apply to download and operate the app. Data charges and text messages sent by the app will be charged in accordance with your mobile plan rates. Full functionality of the App requires network coverage. See **vodafone.com.au/coverage** for Vodafone coverage details. Ensure you understand the features of the app prior to downloading. To download, you must have a compatible device, see vodafone.com.au/guardian. For personal use only. Android, Google play store, YouTube, Gmail and Google are trade marks of Google, Inc. Vodafone Pty Limited ABN 76 062 954 554.

How does it work?

Vodafone Guardian app for Android lets you and your child select the best Smartphone settings to support safe and responsible mobile use at any age.

You can also access tips and advice from Australian and International child safety and parenting experts in Vodafone's Digital Parenting magazine **www.vodafone.com.au/digitalparenting**

Vodafone Guardian allows you to:

- Set days and times your child can use their phone for calling, receiving TXT and internet browser access (e.g. turn off during school hours, at bed time)
- Bar calls from numbers that aren't in the contacts list (i.e. only accept calls from friends and family)
- Decide what days and times the Internet browser, Wi-Fi, or specific applications and games can be used
- Unsubscribe from any existing subscriptions to Premium Rate Text Services, helping to control costs
- Give your child the ability to block TXTs from individual contact numbers to help address bullying. Blocked TXTs are locked in a password protected archive for 30 days
- A search function so you can easily find the phone functions you're looking for (e.g. find 'internet' or 'apps')
- Message Helper gives you the option to preview TXT messages and choose to 'accept' or 'I do not accept' each message. If you choose not to accept a TXT message, it is moved to a password-protected archive for 30 days and will no longer appear in your Inbox. This can help people who are receiving unwanted or threatening TXT messages.

Full details about Vodafone Guardian's functions are available on the following pages.

Manage how much data you share with Help Improve Guardian

Help Improve Guardian allows you to decide how much data you share with us. You can select from two options: 1) only share data telling us if Vodafone Guardian is active, the name of your mobile network operator and what country you are in or 2) to help us improve the app and to help researchers looking into issues such as cyberbullying, you can choose share data about the make and model of your handset and what settings you have selected within the Vodafone Guardian app. No personal information is collected such as names, phone numbers, contacts or messages.

Whichever option you select, data will be sent weekly and data charges may apply depending on your data tariff. For full details on what data is collected, where it is stored and how to manage Help Improve Guardian, go to page 5 or **www.vodafone.com.au/guardian**

What does it cost?

The app is free to purchase however data charges may apply to download and operate the app (including Help Improve Guardian which sends data each week). Data charges and TXT messages sent by the app will be charged in accordance with your mobile plan rates.

Who can use Vodafone Guardian and where can I find it?

Vodafone Guardian is available on most Android™ powered smartphones and can be used on any mobile network in Australia.

It's easy to install, just search for 'Vodafone Guardian' from Google Play Store™ on your mobile. You can also send a TXT with the word 'Guardian' to 12 66 44 or scan this QR code*.

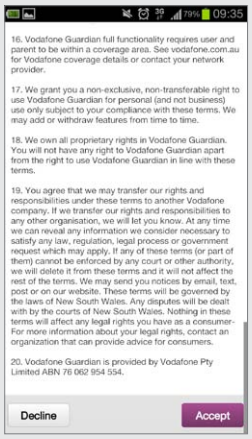
If you need more information on Vodafone Guardian go to **vodafone.com.au/guardian**

(* Requires QR scanner to be installed. Standard download charges apply)

Steps to install

1. Terms

Read through Vodafone Guardian's Terms of Use as you scroll down to the end of the screen. If you agree to the terms click 'Accept' and continue with the installation. If you do not agree to the terms, click 'Decline' and installation will be cancelled.



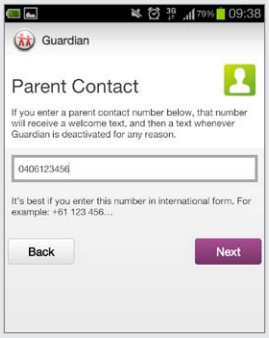
2. Install Guardian Protector

This means the parent contact will receive a notification by text if Vodafone Guardian is uninstalled at any time, provided the parent contact and child have network coverage at the time and the child has credit on their account. (Standard text charges apply).

3&4 Parent Contact and Password

Entering a Parent Contact means you'll be notified by TXT if Vodafone Guardian is uninstalled or deactivated, provided the parent contact and child have network coverage at the time and the child has credit on their account. (Standard text charges apply).

Entering a Password means that you'll be able to access Vodafone Guardian to change any of the settings or access message stored in the archive if necessary.



5. Message Helper

This means that if Message Helper is enabled every time a TXT message is received the user will be promted to 'accept' or 'I do not accept' this TXT message. It can be helpful if users are receiving unwanted or upsetting TXT messages. When 'I do not accept' is selected, the message is removed from the phone's inbox and stored in a password-protected archive for 30 days (see the Archive in section on page 9).

6. Help Improve Guardian

You can decide how much data you share with us. You can select from two options : 1) only share data telling us if Vodafone Guardian is active, the name of your mobile network operator and what country you are in or 2) to help us improve the app and to help researchers looking into issues such as cyberbullying, you can choose share data about the make and model of your handset and what settings you have selected within the Vodafone Guardian app. No personal data is collected, such as your name, phone number, contacts or messages. For full details see Page 5.

Guardian
Help Improve Guardian
I agree to share information to improve Guardian
Only send the name of my mobile network operator
Save

Important things to know

What happens to calls and TXT when set to 'not allowed'?

Calls made to the phone when not allowed on the **'Active Hours'** setting will be diverted to voicemail.

TXT/MMS sent to the phone when not allowed on the **'Active Hours'** setting will be sent straight to the password-protected message archive on the phone and stored for 30 days.

If you choose to block contacts that aren't in the phone's contact list (under 'Others' in the 'Calls and Messages' menu), voicemail access will also be blocked. If you would like to give your child access to voicemail you need to add **your mobile provider's voicemail access number** to the **phone's contacts/address book** and then select the settings to 'always allow' in Vodafone Guardian under 'Contacts'. For Vodafone customers the voicemail access number is 121.

Anti-bullying support

If you want to **stop receiving TXT's or MMS from another mobile number**, you can store the number in the phone's contact list then open Vodafone Guardian and go to '**Calls and Messages**' and '**Contacts**' to block all future TXT's from that number. Any future messages sent from that contact number will be stored in the password protected archive for 30 days and won't be visible to the user. If the contact is unblocked all messages sent by the contact in the last 30 days will be delivered back to the Inbox.

You can also choose to review all incoming TXT messages by using the Message Helper function. When Message Helper is enabled every time a TXT message is received the user will be prompted to 'accept' or 'I do not accept' this TXT message. This can be helpful if users are receiving unwanted or upsetting TXT messages. When 'I do not accept' is selected, the message is removed from the phone's inbox and stored in a password-protected archive for 30 days (see the Archive in section on page 9).

What numbers are always allowed?

Vodafone Guardian has an **'always allowed list'** – which is a set of numbers that will always be allowed no matter what restrictions have been set. These are emergency service numbers like triple zero (000), child support numbers such as Kids Help Line and key Vodafone numbers like customer care and support (for Vodafone customers). For a full listing of these numbers please see **vodafone.com.au/guardian**

Emergency Override

The emergency override function disables Vodafone Guardian for 15 minutes, after which it is automatically enabled again. This function is available just in case your child needs to contact someone urgently and the settings are activated to block outgoing calls. The Parent Contact will be notified by TXT if the Emergency Override function is used and Vodafone Guardian is temporarily disabled.

If your child tries to use a function that is set to 'not available' in the settings (e.g. internet browser, camera) they will receive an on-screen notification advising them they can't do this at this time. The child is given an 'emergency override' option which will give them 15 minutes of unrestricted usage. The parent contact will be sent a TXT notification, provided the parent contact and child have network coverage at the time and the child has credit on their account. (Standard TXT charges apply).

Manage how much data you share with us with Help Improve Guardian

Help Improve Guardian allows you to select from two options : 1) only share data telling us if Vodafone Guardian is active, the name of your mobile network operator and the country you are in or 2) to help us improve the app and to help researchers looking into issues such as cyberbullying, you can choose share data about the make and model of your handset and what settings you have selected within the Vodafone Guardian app. This includes phone settings or the amount of contacts which have been set to 'allowed', 'never allowed' or 'allowed between times/days of the week'; if settings have been set to 'yes' or 'no'; and whether Guardian Protect has been installed. No personal data is collected such as your name, phone number, contacts or messages.

Encrypted data is sent once per week and will be stored on a server owned by Amazon Data Services Ireland Ltd. (company number 390566) in Ireland until November 2012, and will then be securely transferred to a data centre in Ratingen, Germany owned by Vodafone Information Systems GmbH (company number HRB 53554). Only employees of Vodafone will have access to the data managed under Vodafone Group's Information Security Policies. You can find out more about Vodafone's approach to customer privacy at **www.vodafone.com/privacy**.

Data charges may apply depending on your data tariff. Help Improve Guardian will be automatically deactivated when roaming overseas.

Settings and Options

tailoring Vodafone Guardian to your child's needs

Calls and messages

There are five options for you to chose from.

1. Message Helper

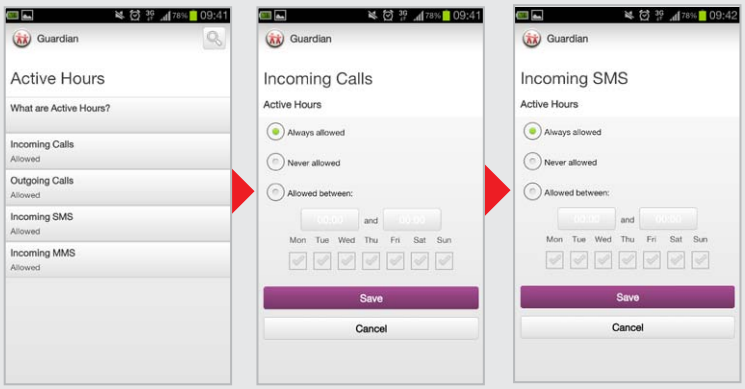
You can also choose to review all incoming TXT messages by using the Message Helper function. When Message Helper is enabled every time a TXT message is received the user will be prompted to 'accept' or 'I do not accept' this TXT message. This can be helpful if users are receiving unwanted or upsetting TXT messages. When 'I do not accept' is selected, the message is removed from the phone's inbox and stored in a password-protected archive for 30 days (see the Archive section on page 9).

2. Active hours

You can set the times and days when your child can receive incoming calls, TXT (SMS), PXTs (MMS) and make outgoing calls for each contact in the address book.

We recommend that you ensure important contacts like 'home' or 'mum/dad' are set to 'always allowed'. This ensures they supersede any restrictions you've set in 'Active Hours' and your child has access to call you.

You can also manually block access to Voicemail by saving the number in the phone's contact list and then use Vodafone Guardian's settings to 'never allow' or only allow between certain hours.

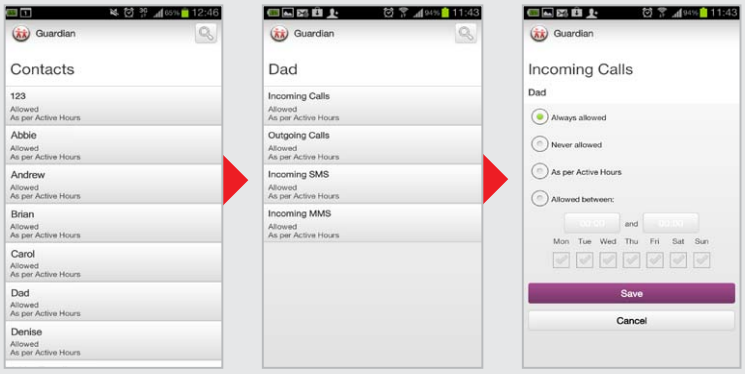


3. Contacts

Gives you the option to set the time and day to allow calling and texting for each contact in your child's contact list.

We recommend that you ensure important contacts like 'home' or 'mum/dad' are set to 'always allowed'.

This ensures they supersede any restrictions you've set in 'Active Hours' and your child has access to call you.



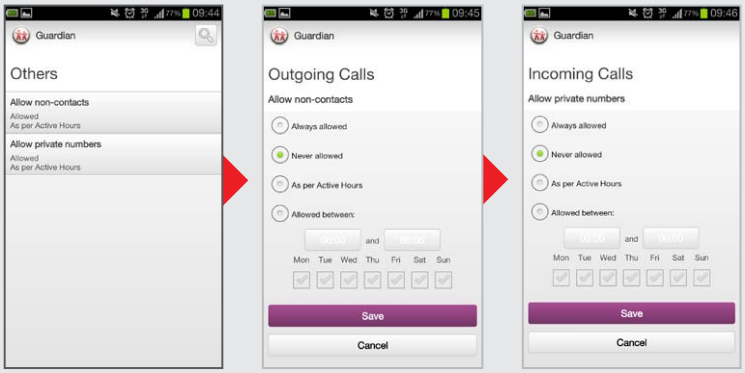
Settings and Options

tailoring Vodafone Guardian to your child's needs

Calls and messages (cont.)

4. Others

Gives you the option to block calls and TXT from contacts who aren't in the phone's address book and private numbers.

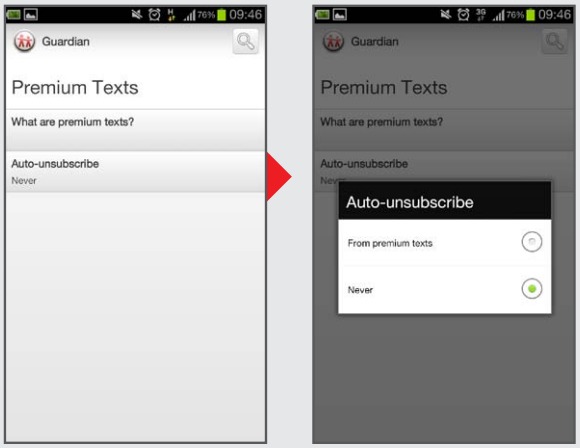


5. Premium Texts

Gives you the option to unsubscribe from any existing Premium Rate Text services that are already on your child's account, helping to control costs.

The next time a Premium Rate Text arrives, it will automatically send a reply with the word 'stop' to unsubscribe.

If you would like to block all Premium Rate Numbers moving forward you'll need to contact your mobile network provider. Vodafone customers can do this by logging in to My Vodafone at **myvodafone.com.au**



Anti-bullying support

If you want to **stop receiving calls, TXTs or MMS from another mobile number you can store the number** in the phone's contact list then open Vodafone Guardian and go to 'Calls and Messages' and 'Contacts' to block all future calls and TXT's from that number. Any future messages sent from that contact number will be stored in the password protected archive for 30 days and won't be visible to the user unless you unblock the contact in which case all messages sent in the last 30 days will be delivered to the Inbox. Any future calls from that contact will be automatically sent to voicemail.

Message Helper gives you the option to preview choose to 'accept' or 'I do not accept' TXT messages. Messages that you choose not to accept are moved to a password-protected archive for 30 days. This can help people who are receiving unwanted or threatening TXT messages.

Settings and Options

tailoring Vodafone Guardian to your child's needs

Phone features

This allows you to decide the times and days when smartphone features or services can be used, for example during school hours or after bedtime.

The most popular are listed first, or click 'More' to access all the phone's features, e.g. individual apps, games, email, other internet browsers.

Wi-Fi

Internet access via Wifi (at home or at free public access points) can be disabled by selecting 'never allowed' or only allowed during selected hours.

Bluetooth

Using Bluetooth to communicate between other phones and devices e.g. to send music tracks, games and messages can be disabled by selecting 'never allowed' or only allowed during selected hours.

Camera

If you apply 'never allowed' the child will not be able to take pictures or view the photo album.

Browser

This option blocks the phone 's standard internet browser. This doesn't block all internet on the phone, you will also need to block access to other apps that use the internet e.g. YouTube; Google Search; Gmail and WiFi separately – see 'More' section below.

Settings

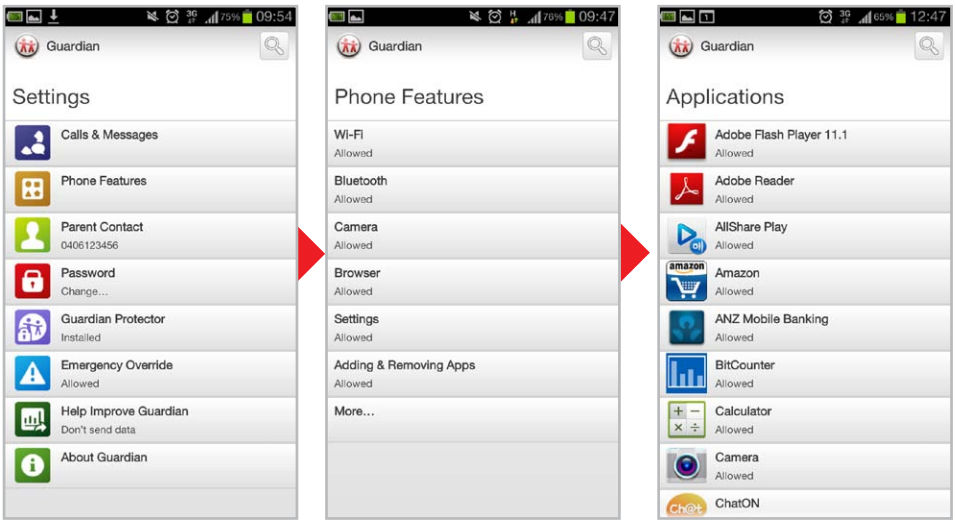
This option prevents your child from amending phone settings such as language, time and ringtone. This is a useful option if you are letting a younger child play with your phone. On a child's phone, this will stop Vodafone Guardian from being uninstalled.

Adding and removing apps

This stops your child from downloading apps from Google Play Store (Market) or the applications manager (Package Installer). A majority of apps will be chargeable and require a credit card for payment, however this option prevents downloading free apps as well.

More

This option allows you to block individual apps on the phone e.g. YouTube; FM Radio; Maps; also on certain phones you can block the **'Messaging'** app and this will prevent your child from accessing their TXT messaging service and therefore they won't be able to send text. Note – they will still be able to receive TXT unless you set the "Active Hours" for this function – see Step #1 in "Calls and Messages".



Quick tips / FAQs

How do I block internet on my child's phone?

Go to **'Phone Features'** then **'Browser'** and **'Wi-Fi'** To block internet apps (e.g. Gmail/ You Tube) go to **'Phone Features'** then **'More'** then select each app to block You can block each of these all the time or just restrict by time of day

How do I stop my child from using TXT messaging?

To block your child sending TXT and checking their message inbox go to **'Phone Features'** then **'More'** then select **'Messaging'** app to block (child will still see incoming TXT if these aren't restricted as detailed below). You can restrict incoming TXT by selecting **'Calls and Messages'**; **'Active Hours'** then **'Incoming SMS'**.

How do I ensure my child and I can call each other?

Go to **'Calls and Messages'** then **'Contacts'** select your number and ensure your setting for **'Incoming Calls'** and **'Outgoing Calls'** is **'Always allowed'**.

What happens if my child needs to use their phone urgently?

When your child attempts to make a call they get an on screen prompt that gives them the option to **'Emergency Override'**. This gives them 15 minutes to use their phone without any restrictions. Provided the child and the parent contact have network coverage and the child has credit on their account, the parent contact will be sent a text notification that Vodafone Guardian has been deactivated for 15 minutes (standard text charges apply).

Your child will always be able to call emergency services provided their phone has network reception and available battery. Visit www.vodafone.com.au/guardian for the full list of emergency services numbers.

How do I stop sending data with Help Improve Guardian?

If you change your mind and want to change the amount of data you choose to share with us, from the main menu select 'Help Improve Guardian' and then change your selection.

If you do not want to send any data at all you will need to uninstall Vodafone Guardian entirely from your phone's '**Settings**' and '**Applications**' menu.

How do I stop my child from uninstalling the Vodafone Guardian app?

We recommend that you block **'Settings'** in the **'Phone Features'** as this will prevent your child from being able to remove the app. During the set-up you're prompted to download the Vodafone Guardian add-on app called **'Protector'**. This will send the parent contact a TXT if your child uninstalls the app (provided the parent contact and your child have network coverage at the time). Standard TXT charges apply. If your child does this when their phone is inflight mode or out of coverage the parent contact will receive a message when the phone is back in coverage / non-flight mode (providing the parent contact also has coverage at the time). If your child's phone has no credit when they do this no message will be sent.

How do I change my password?

Simply log in to the app and select **'Password'** from the main menu and follow the on-screen prompts.

What do I do if I forgot my password?

When you try to log into the app select **'Forgotten Password'** and a new password will be sent to the parent contact phone. Please be aware that if a Parent Contact number is not set, then then the app will need to be uninstalled and re-installed in order to re-set the password. See page 10 for instructions on how to uninstall Vodafone Guardian.

How do I set a different parent contact?

Simply log in to the app and select **'Parent Contact'** from the main menu and follow the on-screen prompts.

How do I change the settings that I selected when I installed Vodafone Guardian?

You can change the settings after installation from Vodafone Guardian's main menu, such as Parent Contact number, Password and the amount of data you send via Help Improve Guardian. Message Helper can be changed by selecting '**Calls & Messages**' and '**Message Helper**'. Guardian Protector can be uninstalled from the phone's '**Settings**' and '**Applications**' menu.

Quick tips / FAQs

How can I access the archive with stored messages?

Press the phone's main menu button (usually on the front of the phone on the bottom left). A menu will pop up with 'View Archive' and 'Deactivate Guardian'. Select 'View Archive' and you will receive a Warning message. To access the archive select 'Continue' and then enter the Vodafone Guardian password. The archive can only be accessed with the password. Please note that messages will only be stored in the archive for 30 days.

How do I switch Vodafone Guardian off?

If you press your phone's menu it will bring up the **'Deactivate Guardian'** option and follow on screen prompts. When you open the app up again you will be given the option to **'Reactivate Guardian'**.

How do I remove Vodafone Guardian?

To uninstall the app go to **'Settings'** on the phone, select '**Applications**', and then uninstall the Guardian app. Ensure Settings is set to 'always allowed' from Vodafone Guardian's Phone Features menu.

Where can I find out which Android smartphones are supported by Vodafone Guardian?

The full list of Android mobile devices supported by Vodafone Guardian is available at **vodafone.com.au/guardian**

I've added a new contact to my phone but the contact is being blocked – how can this contact be allowed?

You will need to log-in to Vodafone Guardian and follow the prompts to apply any changes to allowed/not allowed settings.

My child has an iPhone – can I set up parental controls?

Vodafone Guardian is not available on iPhones but some parental controls are available under **'Settings'** and **'Restrictions'**.

Where can I access Vodafone Guardian's Terms of Use?

Go to **vodafone.com.au/guardian**

How can I give feedback about Vodafone Guardian?

For general feedback you can send an email to **guardian.feedback@vodafone.com.au**

I'm having a technical issue with using Vodafone Guardian – where can I get help?

To report any technical issue that require customer support contact **support@vodafone.com.au**